AMENDMENTS TO THE SPECIFICATION: identifying insertions and [deletions].

Please replace the paragraph beginning at page 1, line 2, with the following rewritten paragraph:

This application claims priority from U.S. Provisional Application [Nos.] Serial No. 60/126,055, filed March 23, 1999 entitled "System and Method for Automatic Transmission of On-Line Analytical Processing System Report Output" and U.S. Provisional Application Serial No. 60/153,222, filed September 13, 1999 entitled "System and Method For the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services," and is a continuation-in-part of U.S. Patent Application Serial No. 09/343,561, entitled "System and Method for Adaptable Automatic Transmission of OLAP Reports to Output Devices," filed on June 30, 1999, now U.S. Patent No. 6,260,050, issued 10-Jul-2001. This application is also related by subject matter to the following U.S. Patent Applications: U.S. Application Serial No. 09/597,689, filed 19-Jun-2000, entitled "SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF PERSONALIZED OLAP REPORT OUTPUT," now U.S. Patent No. 6,269,393, issued 31-Jul-2001, which is a continuation of U.S. Application Serial No. 09/343,562, filed 30-Jun-1999, entitled "SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF PERSONALIZED OLAP REPORT OUTPUT," now U.S. Patent No. 6,154,766, issued 28-Nov-2000; U.S. Application Serial No. 09/345,439, filed 01-Jul-1999, entitled "SYSTEM AND METHOD FOR SUBSCRIPTION INTERFACING IN AN

AUTOMATIC BROADCAST OLAP SYSTEM;" U.S. Application Serial No. 09/773,516, filed 02-Feb-2001, entitled "SYSTEM AND METHOD OF ADAPTING AUTOMATIC OUTPUT OF SERVICE RELATED OLAP REPORTS TO DISPARATE OUTPUT DEVICES," which is a continuation of U.S. Application Serial No. 09/343,561, filed 30-Jun-1999, entitled "SYSTEM AND METHOD OF ADAPTING AUTOMATIC OUTPUT OF SERVICE RELATED OLAP REPORTS TO DISPARATE OUTPUT DEVICES," now U.S. Patent No. 6,260,050, issued 10-Jul-2001; U.S. Application Serial No. 09/345,440, filed 01-Jul-1999, entitled "SYSTEM AND METHOD FOR MANAGEMENT OF AN AUTOMATIC OLAP REPORT BROADCAST SYSTEM;" U.S. Application Serial No. 09/343,563, filed 30-Jun-1999, entitled "SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF ON-LINE ANALYTICAL PROCESSING SYSTEM REPORT OUTPUT," now U.S Patent No. 6,173,310, issued 09-Jan-2001; U.S. Application Serial No. 09/454,602 ,filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES;" U.S. Application Serial No. 10/073,331, filed 13-Feb-2002, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING," which is a continuation of U.S. Application Serial No. 09/455,525, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING," now abandoned; U.S. Application Serial No. 09/455,533, filed 07-Dec-1999, entitled SYSTEM AND METHOD FOR

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THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DATABASE QUERIES;" U.S. Application Serial No. 09/455,529, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DRILLING VIA TELEPHONE;" U.S. Application Serial No. 09/661,188, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING MODULE FOR GENERATING AND FORMATTING VOICE SERVICES;" U.S. Application Serial No. 10/072,898, filed 12-Feb-2002, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH CUSTOMIZED MESSAGE DEPENDING ON RECIPIENT," which is a continuation of U.S. Application Serial No. 09/455,527, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH CUSTOMIZED MESSAGE DEPENDING ON RECIPIENT;" U.S. Application Serial No. 09/661,377, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR CREATING VOICE SERVICES FOR INTERACTIVE VOICE BROADCASTING;" U.S. Application Serial No. 09/661,375, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH SYSTEM AND METHOD THAT ENABLE ON-THE-FLY CONTENT AND SPEECH GENERATION;" U.S. Application Serial No.

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09/496,357, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR PERSONALIZING INTERACTIVE VOICE BROADCASTS;" U.S. Application Serial No. 09/661,471, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING A MARKUP LANGUAGE FOR CREATING VOICE SERVICES;" U.S. Application Serial No. 09/454,604, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR VOICE SERVICE BUREAU," now U.S. Patent No. 6,263,051, issued 17-Jul-2001; U.S. Application Serial No. 09/496,356, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH TELEPHONE-BASED SERVICE UTILIZATION AND CONTROL;" U.S. Application Serial No. 09/455,523, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INFORMATION RELATED TO EXISTING TRAVEL SCHEDULE;" U.S. Application Serial No. 09/454,601, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVENTORY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,597, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR CORPORATE-ANALYSIS RELATED INFORMATION;" U.S. Application Serial No. 09/455,524, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVESTMENT-RELATED INFORMATION;" U.S. Application Serial No. 09/454,603, filed 07-Dec-1999,

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entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR ENTERTAINMENT-RELATED INFORMATION;" U.S. Application Serial No. 09/455,532, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR PROPERTY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,599, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR RETAIL-RELATED INFORMATION;" U.S. Application Serial No. 09/455,530, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR BOOK-RELATED INFORMATION;" U.S. Application Serial No. 09/455,526, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED DYNAMIC, INTERACTIVE VOICE SERVICES FOR TRAVEL AVAILABILITY INFORMATION;" U.S. Application Serial No. 09/661,189, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR VOICE-ENABLED INPUT FOR USE IN THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC, AND INTERACTIVE VOICE SERVICES;" U.S. Application Serial No. 09/455,534, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED IN BOUND AND OUTBOUND VOICE SERVICES;" U.S. Application Serial No. 09/496,425, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH THE DIRECT DELIVERY OF VOICE SERVICES

TO NETWORKED VOICE MESSAGING SYSTEMS;" U.S. Application Serial No. 09/454,598, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, INCLUDING DEPLOYMENT THROUGH DIGITAL SOUND FILES;" U.S. Application Serial No. 09/454,600, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, INCLUDING DEPLOYMENT THROUGH PERSONALIZED BROADCASTS;" and U.S. Application Serial No. 09/661,191, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH REAL-TIME INTERACTIVE VOICE DATABASE QUERIES."

Please replace the paragraph beginning at page 39, line 7, with the following rewritten paragraph:

The method continues monitoring the scheduling condition for voice services until a scheduling condition is met. When a scheduling condition is met, that voice service is executed as illustrated in, for example, step140. The execution of a voice service involves, inter alia, generating the content for the voice service, and structuring the voice service to be telecast through a call server. The execution of a voice service is explained in detail in conjunction with Figure 1c.

Please replace the paragraph beginning at page 47, line 1, with the following rewritten paragraph:

In step [220] 240, the schedule for the service is also selected. According to one embodiment, predefined schedules for voice services may be provided or a customized schedule for the voice service may be created. If a new schedule is to be created, a module may be opened to enable the schedule name and parameters to be set. Schedules may be run on a several-minute, hourly, daily, monthly, semi-annual, annual or other bases, depending upon what frequency is desired. According to one embodiment, an interface is provided that allows the administrator to browse through existing schedules and select an appropriate one. The interface may provide a browsing window for finding existing schedule files and a "new schedule" feature which initiates the schedule generating module. In one embodiment, schedules may not be set for alert type services. However, in some embodiments, a schedule for evaluating whether alert conditions have been met may be established in a similar manner.

Please replace the paragraph beginning at page 47, line 13, with the following rewritten paragraph:

In step [220] 230, the duration of the service is also set. Service duration indicates the starting and stopping dates for the service. Setting a service duration may be appropriate regardless of whether a scheduled service or alert type service has been selected. The start date is the base line for the scheduled calculation, while the end date indicates when the voice service will no longer be sent. The service may start immediately or at some later time. According to

one embodiment, the interface is provided to allow the administrator to input start and end dates. The interface may also allow the administrator to indicate that the service should start immediately or run indefinitely. Various calendar features may be provided to facilitate selection of start and stop dates. For example, a calendar that specifies a date with pull-down menus that allow selection of a day, month and year may be provided according to known methods of selecting dates in such programs as electronic calendar programs and scheduling programs used in other software products. One specific aid that may be provided is to provide a calendar with a red circle indicating the present date and a blue ellipse around the current numerical date in each subsequent month to more easily allow the user to identify monthly intervals. Other methods may also be used.

Please replace the paragraph beginning at page 55, line 1, with the following rewritten paragraph:

Servers may have limited capacity to perform all of the actions required of them simultaneously, the method of Figure [1bcomprises] 1b comprises a step for prioritizing the execution and delivery of voice services. Prioritization may establish the order in which the voice service system allocates resources for processing voice service and delivering the IVB. According to one embodiment, assigning priority to a voice service establishes priority for queries to the database system, formatting the voice service, or IVBs. Any criteria may be used for establishing priority. According to one embodiment, priority is established based on service content. According to another embodiment, priority is based on service destination. According to another embodiment, priority may be established based on the type of voice service, *i.e.*, alert

v. scheduled. Any number of procedures or criteria for denoting relative importance of service delivery may be established.

Please replace the paragraph beginning at page 53, line 5, with the following rewritten paragraph:

After a call structure is generated, in step 330, it is sent to a call database *e.g.*, call database 1811 shown in Figure [3calong] 3c along with the addresses and style properties of the users. The style properties govern the behavior of a call server 18 in various aspects of the dialog with a user. Call server 18 queries call database 1811 for current call requests and places new call requests in its queue.

Please replace the paragraph beginning at page 54, line 16, with the following rewritten paragraph:

Fig. [3] 3a depicts an embodiment of a system according to one embodiment of the present invention. Preferably, the system comprises database system 12, a DSS server 14, voice server 16, a call server 18, subscription interface 20, and other out input/files 24.

Please replace the paragraph beginning at page 63, line 20, with the following rewritten paragraph:

Call server 18 also comprises certain hardware components 182. As shown in Figure [1c] 3c, hardware components 182 comprise processor 1821 and computer telephone module 1822. According to one embodiment, processor 1821 comprises a Pentium II processor, available from Intel, Inc. Module 1822 provides voice synthesis functionality that is used in conjunction with Text to Speech engine 1814 to communicate the content of voice services to a user. Module 1822 preferably comprises voice boards available from Dialogic, Inc. Other processors and synthesizers meeting system requirements may be used.

Please replace the paragraph beginning at page 64, line 8, with the following rewritten paragraph:

According to one embodiment of the present invention, a system and method that enable closed-loop transaction processing are provided. The method begins with the deployment of an IVB by executing a service. As detailed above, this includes generating the content and combining this with personalization information to create an active voice page. Call server 18 places a call to the user. During the call, information is delivered to the user through a voice-enabled terminal device (e.g., a telephone or cellular phone). Phone lines 183 may be used for communication purposes.

Please replace the paragraph beginning at page 73, line 16, with the following rewritten paragraph:

A block diagram of one embodiment of primary voice bureau 92 is shown in Figure 6b. According to this embodiment, primary voice bureau comprises routers 921, dual-homed servers 922, database servers 923, call database 924, backup storage 925, call servers 926, internal switch 927, and system administrator [928] 93. Routers 921 receive call requests via a computer network and pass them along to one of the two dual-homed servers 922. Router 921 monitors activity on servers 922 and forwards call requests to one of the two depending on availability.

Please replace the paragraph beginning at page 76, line 10, with the following rewritten paragraph:

Backup voice service bureau 94 receives a redundant request for voice services. Backup voice service bureau 94 processes the requests only when primary voice service bureau is offline or busy. One embodiment of backup voice service bureau 94 is shown in Figure 6c. Backup voice bureau 94 comprises routers 941, HTTP server 942, database server 943, call server 946 and routers 947. Each of these components performs a function identical to the corresponding element in primary voice bureau 92. Router 947 replaces switch 927. Communication lines 949 may replace phone lines 929. Router 947 controls the forwarding of call requests to database server 943 for queuing in an internal database, and the forwarding of call requests to call server 946 from database server 943.